

	Hits	Search Text	DBs
1	249	(register\$5 with (inquir\$3 or quer\$3 or search\$5)) and (authoriz\$5 or firewall\$1 or log\$1in or password\$1) and (service\$1 near2 (provider\$1 or furnisher\$1)) and @ad < "20000209"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
2	33	S1 and histor\$3 and (voice\$1 or audio or sound\$1) and image\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
3	33	S2 and (network\$4 or intranet\$1 or internet)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
4	10	S3 and web\$1server\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
5	0	S4 and mail\$1server\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
6	10	S4 and ((mail\$1 or message\$1) with server\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
7	1	("20020129368").PN.	US-PGPUB
8	5	("1166003").PN.	EPO; JPO; DERWENT

	Hits	Search Text	DBs
9	23	((("1166003") or ("1139023") or ("10301621") or ("6117885") or ("6274402") or ("0962740") or ("10154118") or ("11161321") or ("9833130") or ("200020541"))).PN.	EPO; JPO; DERWENT
10	21	(countermeasure\$1 or action\$1) and (abnormal\$5 or irregular\$4 or unpredict\$6) and retriev\$5 and (longer with (operat\$5 near5 time)) and (higher with priorit\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
11	0	S11 and (power near4 plant\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
12	0	S11 and (firewall\$1 or authoriz\$5 or login\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
13	1	S11 and (firewall\$1 or authoriz\$5 or login\$1 or password\$1 or secure\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB
14	18	S10 and @ad < "20000209"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB

10/796,172

... at all. In some cases, center management would have to decide whether a three-day- old email should have preference over a call that has been in queue for two minutes...

28/3,K/31 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

08011215 SUPPLIER NUMBER: 17053626 (USE FORMAT 7 OR 9 FOR FULL TEXT)
First aid for slipped disks; RAID vendor Storage Dimensions builds the virtual help desk. (TechConnect support system)
Chabrow, Eric R.
InformationWeek, n531, p42(3)
June 12, 1995
ISSN: 8750-6874 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1197 LINE COUNT: 00101

...ABSTRACT: software. The new technology can prioritize responses and develop solutions based on severity of the **problem** and **frequency** that problems arise. E-mail and World Wide Web page assistance are also available with Storage Dimensions...
? t28/3,k/36,39

28/3,K/36 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

05846608 SUPPLIER NUMBER: 12106880 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Planning for what could go wrong can stop problems before they start. (quality assurance software, Failure Mode and Effect Analysis) (Injection Moulding)
British Plastics & Rubber, p23(1)
March, 1992
ISSN: 0307-6164 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 475 LINE COUNT: 00037

... By multiplying a risk priority number (RPN) is established for each failure mode, which indicates **action priorities**. The FMEA information is then transferred to a control plan, which is generated by the...

28/3,K/39 (Item 16 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

04607896 SUPPLIER NUMBER: 09105199 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Failure mode and effect analysis: a step toward total quality assurance. (also includes related article on a failure mode and effects)
LaFay, Victor S.
Modern Casting, v80, n5, p29(3)
May, 1990
ISSN: 0026-7562 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1409 LINE COUNT: 00117

... guidelines for generating RPNs. The risk priority number is a product of the possibility of **recurring failure** multiplied by the severity of the failure and the ability to be detected. Applying SPC...
?

28/3,K/10 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

05684738 Supplier Number: 53119712 (USE FORMAT 7 FOR FULLTEXT)
CSS Repair Engine Resolves PC Problems.
Network, pNA(1)
May 1, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 218

... problems and their resolutions, CSS Repair Engine is able to prevent or automatically address most **common PC problems**, such as bad or missing drivers and DLLs; crashed, unstable applications; disconnected shortcuts; and programs...

...of all known problems and prioritizes them by severity. This allows the desktop administrator to **respond** to the most **urgent** problems first.

CSS Repair Engine allows the network administrator to establish a uniform desktop configuration...

28/3,K/14 (Item 12 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

04912672 Supplier Number: 47222837 (USE FORMAT 7 FOR FULLTEXT)
Data First, Users Second
Gillen, Al
ENT, p036
March 19, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Professional
Word Count: 397

... maintaining transparency of outages to users as a far lower priority. When asked to rank **length of downtime**, achieving 100 percent recovery, user transparency, and maintaining user performance on a scale of 1 to 5, respondents cited achieving a 100 percent recovery as the overwhelming favorite. This **response** was ranked the number one **priority** by 61 percent of **respondents**. **Length of downtime** was considered the next most important concern at 54 percent -- followed by maintaining user transparency...

28/3,K/28 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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11474590 SUPPLIER NUMBER: 57387057 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Web-enabled contact centers move into the mainstream.
Ball, Ronald
Call Center Solutions, 18, 4, 42(4)
Oct, 1999
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2395 LINE COUNT: 00199

File 9:Business & Industry(R) Jul/1994-2005/Aug 15
(c) 2005 The Gale Group
File 16:Gale Group PROMT(R) 1990-2005/Aug 15
(c) 2005 The Gale Group
File 47:Gale Group Magazine DB(TM) 1959-2005/Aug 16
(c) 2005 The Gale group
File 148:Gale Group Trade & Industry DB 1976-2005/Aug 16
(c)2005 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2005/Aug 16
(c) 2005 The Gale Group
File 570:Gale Group MARS(R) 1984-2005/Aug 15
(c) 2005 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2005/Aug 16
(c) 2005 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2005/Aug 15
(c) 2005 The Gale Group
File 649:Gale Group Newswire ASAP(TM) 2005/Aug 04
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Set	Items	Description
S1	362432	CALLCENTER? OR CALLCENTRE? OR CALL() (CENTER? ? OR CENTRE? - ?) OR HOTLINE? ? OR HELPDESK? OR INFODESK?
S2	19396	INFOCENTER? OR INFOCENTRE? OR HELPLINE? OR INFOLINE? OR HELPCENTER? OR HELPCENTRE?
S3	551912	(HELP OR INFO OR INFORMATION OR SERVICE? ? OR SUPPORT? ? OR RESOURCE? ?) (1W) (DESK? ? OR CENTER? ? OR CENTRE? ?)
S4	1854227	(CUSTOMER? ? OR CLIENT? ? OR USER? ? OR TECHNICAL OR TECH) - (1W) (SERVICE? ? OR ASSISTANCE? OR SUPPORT?)
S5	55998	(HELP OR INFO OR INFORMATION OR HOT) (1W) LINE? ?
S6	362197	(IT OR INFORMATION() TECHNOLOGY) (1W) (RESPONSE? OR SUPPORT? - OR SOLUTION?) OR PRODUCT(1W) SUPPORT? ?
S7	1058177	PRIORIT? OR URGENC? OR URGENT? OR PRIMACY? OR PRIMACIES?
S8	10936	TRIAGE
S9	11252	TRIAGE?
S10	30490	S7:S9(5N) (ANSWER? OR RESPOND? OR RESPONSE? OR REPLY? OR REPLIE? ? OR COUNTERMEASUR? OR COUNTER? OR ACTION?)
S11	15998	S7:S9(5N) (REACT? OR ADDRESS? OR RE() (ACT? ? OR ACT???? ?))
S12	4115992	OLD OR OLDER OR OLDEST OR ELDER OR ELDEST OR AGE? ?
S13	4901179	DOWNTIME? OR DOWN OR DURATION? OR INTERVAL? ? OR SPAND? OR SPANS?? ?
S14	113071	INOPERA? OR MALFUNCTION? OR DYSFUNCTION? OR DISFUNCTION?
S15	90606	S13:S14(2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)
S16	14498	(SPAN?? ? OR SPANN? OR SPANING) (2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)
S17	6997852	FREQUENT? OR FREQUENC? OR COMMON? OR OFTEN OR PREVALEN? OR RECUR? OR REOCCUR?
S18	152798	S17(3N) (IRREGULAR? OR ODD OR STRANGE? OR ATYPICAL? OR NONSTANDARD? OR INVALID? OR FAIL? OR PROBLEM? OR FAULT? OR DEFICIEN?)
S19	24952	S17(3N) (ABNORMA? OR ABERRA? OR MALFUNCTION? OR INOPERA? OR DYSFUNCTION? OR DISFUNCTION? OR BUG? ? OR BUGGY? OR ERROR?)
S20	46013	S17(3N) (DEVIAT? OR DEVIANT? OR IMPAIR? OR DEGRAD? OR EVENT? ?)
S21	932	S10:S11(S) S12
S22	21	S10:S11(S) S15:S16
S23	88	S10:S11(S) S18:S20
S24	24	S21(S) S1:S6

S25	132	S22:S24
S26	46	S25/2001:2005
S27	86	S25 NOT S26
S28	70	RD (unique items)

File 6:NTIS 1964-2005/Aug W1
(c) 2005 NTIS, Intl Cpyrght All Rights Res
File 2:INSPEC 1969-2005/Aug W1
(c) 2005 Institution of Electrical Engineers
File 8:EI Compendex(R) 1970-2005/Aug W1
(c) 2005 Elsevier Eng. Info. Inc.
File 57:Electronics & Communications Abstracts 1966-2005/Jul
(c) 2005 CSA.
File 34:SciSearch(R) Cited Ref Sci 1990-2005/Aug W1
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File 56:Computer and Information Systems Abstracts 1966-2005/Jul
(c) 2005 CSA.
File 35:Dissertation Abs Online 1861-2005/Jul
(c) 2005 ProQuest Info&Learning
File 60:ANTE: Abstracts in New Tech & Engineer 1966-2005/Jul
(c) 2005 CSA.
File 65:Inside Conferences 1993-2005/Aug W2
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File 94:JICST-EPlus 1985-2005/Jun W4
(c)2005 Japan Science and Tech Corp(JST)
File 95:TEME-Technology & Management 1989-2005/Jul W2
(c) 2005 FIZ TECHNIK
File 99:Wilson Appl. Sci & Tech Abs 1983-2005/Jul
(c) 2005 The HW Wilson Co.
File 144:Pascal 1973-2005/Aug W1
(c) 2005 INIST/CNRS
File 256:TecInfoSource 82-2005/Jul
(c) 2005 Info.Sources Inc
File 266:FEDRIP 2005/Jun
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File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info
File 438:Library Lit. & Info. Science 1984-2005/Jul
(c) 2005 The HW Wilson Co
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group

? ds

Set	Items	Description
S1	10763	CALLCENTER? OR CALLCENTRE? OR CALL() (CENTER? ? OR CENTRE? - ?) OR HOTLINE? ? OR HELPDESK? OR INFODESK?
S2	955	INFOCENTER? OR INFOCENTRE? OR HELPLINE? OR INFOLINE? OR HELPCENTER? OR HELPCENTRE?
S3	42864	(HELP OR INFO OR INFORMATION OR SERVICE? ? OR SUPPORT? ? OR RESOURCE? ?) (1W) (DESK? ? OR CENTER? ? OR CENTRE? ?)
S4	83332	(CUSTOMER? ? OR CLIENT? ? OR USER? ? OR TECHNICAL OR TECH)-(1W) (SERVICE? ? OR ASSISTANCE? OR SUPPORT?)
S5	3654	(HELP OR INFO OR INFORMATION OR HOT) (1W) LINE? ?
S6	24993	(IT OR INFORMATION() TECHNOLOGY) (1W) (RESPONSE? OR SUPPORT? - OR SOLUTION?) OR PRODUCT(1W) SUPPORT? ?
S7	262961	PRIORIT? OR URGENC? OR URGENT? OR PRIMACY? OR PRIMACIES?
S8	8156	TRIAGE
S9	8411	TRIAGE?
S10	6461	S7:S9(5N) (ANSWER? OR RESPOND? OR RESPONSE? OR REPLY? OR REPLIE? ? OR COUNTERMEASUR? OR COUNTER? OR ACTION?)
S11	3144	S7:S9(5N) (REACT? OR ADDRESS? OR RE() (ACT? ? OR ACT???? ?))
S12	2526873	OLD OR OLDER OR OLDEST OR ELDER OR ELDEST OR AGE? ?
S13	1908772	DOWNTIME? OR DOWN OR DURATION? OR INTERVAL? ? OR SPAND? OR SPANS?? ?
S14	297448	INOPERA? OR MALFUNCTION? OR DYSFUNCTION? OR DISFUNCTION?
S15	85318	S13:S14(2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR -

GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)

S16 17067 (SPAN?? ? OR SPANN? OR SPANING) (2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)

S17 6284408 FREQUENT? OR FREQUENC? OR COMMON? OR OFTEN OR PREVALEN? OR RECUR? OR REOCCUR?

S18 143741 S17(3N) (IRREGULAR? OR ODD OR STRANGE? OR ATYPICAL? OR NONSTANDARD? OR INVALID? OR FAIL? OR PROBLEM? OR FAULT? OR DEFICIENCY?)

S19 66590 S17(3N) (ABNORMA? OR ABERRA? OR MALFUNCTION? OR INOPERA? OR DYSFUNCTION? OR DISFUNCTION? OR BUG? ? OR BUGGY? OR ERROR?)

S20 54387 S17(3N) (DEVIAT? OR DEVIANT? OR IMPAIR? OR DEGRAD? OR EVENT? ?)

S21 593 S10:S11 AND S12

S22 15 S10:S11 AND S15:S16

S23 94 S10:S11 AND S18:S20

S24 69 S10:S11(10N)S12

S25 175 S22:S24

S26 78 S25/2001:2005

S27 97 S25 NOT S26

S28 80 RD (unique items)

? t28/7/5,11,17,68,74

28/7/5 (Item 5 from file: 6)

DIALOG(R)File 6:NTIS

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1180749 NTIS Accession Number: DE85009347

Power System Dispatcher Modeling in the Emergency State. First Annual Report

Pattipati, K. R. ; Entin, E. E. ; Kleinman, D. L. ; Wohl, J. G. ; Gully, S. W.

Alphatech, Inc., Burlington, MA.

Corp. Source Codes: 076259000; 9512790

Sponsor: Department of Energy, Washington, DC.

Report No.: DOE/RA/50276-T3; TR-126

1982 141p

Languages: English

Journal Announcement: GRAI8517; NSA1000

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NTIS Prices: PC A07/MF A01

Country of Publication: United States

Contract No.: AC01-80RA50276

The results of an ongoing analytic and interview approach to modeling the behavior of a power system dispatcher under emergency situations is described. During power system emergencies, the dispatcher is faced with a task environment characterized by limited time for decision, high stakes, informational uncertainty, and consequence of action uncertainty. The field interview provided valuable insights into a human's mental model of a power system. Also obtained was the dispatcher's information sources, action priorities, planning horizon, and salient common features of problem solving/decisionmaking behavior for various types of power system disturbances. These results, along with the relevant steady-state power system truth models, were incorporated in an analytic framework based on behavioral decision theory, artificial intelligence and cognitive science to produce a normative-descriptive model of dispatcher behavior. The model predictions of dispatcher performance and model validation by interview

process will form the next phase of the ongoing effort. (ERA citation 10:023743)

28/7/11 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2005 Institution of Electrical Engineers. All rts. reserv.

6765565 INSPEC Abstract Number: B2001-01-0170N-001

Title: Fuzzy method for failure criticality analysis

Author(s): Huang Hong-Zhong; Xu Lei; Hu Zhong-Wu

Author Affiliation: Sch. of Mech. Eng., Shanghai Jiaotong Univ., China

Journal: Journal of Shanghai Jiaotong University (English Edition)

vol.E-5, no.2 p.38-41

Publisher: Shanghai Jiaotong University Press,

Publication Date: Dec. 2000 Country of Publication: China

CODEN: STXUE2 ISSN: 1007-1172

SICI: 1007-1172(200012)E5:2L:38:FMFC;1-V

Material Identity Number: G484-2000-002

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: The greatest benefit is realized from failure mode, effect and criticality analysis (FMECA) when it is done early in the design phase and tracks product changes as they evolve; design changes can then be made more economically than if the problems are discovered after the design has been completed. However, when the discovered design flaws must be **prioritized** for corrective **actions**, precise information on their probability of occurrence, the effect of the **failure**, and their detectability **often** are not available. To solve this problem, this paper describes a new method, based on fuzzy sets, for **prioritizing** failures for corrective **actions** in a FMCEA. Its successful application to the container crane shows that the proposed method is both reasonable and practical. (4 Refs)

Subfile: B

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28/7/17 (Item 3 from file: 8)

DIALOG(R)File 8:EI Compendex(R)

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03055054 E.I. Monthly No: EI9105056267

Title: Availability and quality of data for assessing heavy truck safety:

Author: Abkowitz, Mark

Corporate Source: Vanderbilt Univ in Nashville, Nashville, TN, USA

Source: Transportation Quarterly v 44 n 2 Apr 1990 p 203-230

Publication Year: 1990

CODEN: TRQUDV ISSN: 0278-9434

Language: English

Document Type: JA; (Journal Article) Treatment: A; (Applications); G; (General Review); X; (Experimental)

Journal Announcement: 9105

Abstract: An essential component of heavy truck safety measurement and evaluation is a complete and accurate database that contains relevant accident and exposure statistics. The identification of factors contributing to accident causation and severity, and to the absolute and relative **frequency** of these **events**, is central to the establishment of **priorities** for improvements and corrective **actions**. This article examines existing sources of information for evaluating heavy truck safety from several perspectives, including federal, state, and industry accident, inspection, and exposure data as well as records of motor carrier market

entry/exit and financial performance. These sources of information are evaluated in terms of their usefulness, and development of future data collection efforts are proposed to strengthen the validity of truck safety data and eliminate redundancy of efforts. 31 Refs.

28/7/68 (Item 9 from file: 94)

DIALOG(R)File 94:JICST-EPlus

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01084376 JICST ACCESSION NUMBER: 90A0584777 FILE SEGMENT: JICST-E
An expert system for prevention of abnormal event recurrence in
nuclear power plant.

NISHIYAMA TAKUYA (1); SHINOHARA YASUSHI (1)

(1) Central Res. Inst. of Electric Power Industry
Denki Gakkai Ronbunshi. B(Transactions of the Institute of Electrical
Engineers of Japan. B), 1990, VOL.110,NO.6, PAGE.485-494, FIG.6, TBL.2,
REF.8

JOURNAL NUMBER: S0809AAJ ISSN NO: 0385-4213

UNIVERSAL DECIMAL CLASSIFICATION: 621.311.25:621.039 681.3:007.51

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Journal

ARTICLE TYPE: Original paper

MEDIA TYPE: Printed Publication

ABSTRACT: Recently, in Japan and abroad, information related to abnormal events occurring in nuclear power plants is being exchanged by utilities and international organizations. The information contains a variety of knowledge which may be useful for prevention of similar events. With this background, an expert system which incorporates the above knowledge into its knowledge base, and offers suggestions about potential abnormal events and preventive know-how, has been developed. The mode of the system utilization mostly recommended by the authors is to infer the potential for abnormal events from newly experienced ones at other plants, evaluate **countermeasure priorities**, and then consider preventive measures for identified potential events. The system provides six fundamental inference functions for such mode. Among which, the "similar event prediction" function with respect to plant components and the "significance evaluation" function for given event sequences are the main featurings of the system. This paper discussed the system design/construction philosophies focusing on their unique points, presents the inference algorithms and the knowledge data structure going into details of "similar event prediction" and "significance evaluation", and demonstrates some system operation examples. The knowledge base is now being enhanced in order to put the system into operation in the near future. (author abst.)

File 347:JAPIO Nov 1976-2005/Apr(Updated 050801)

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File 350:Derwent WPIX 1963-2005/UD,UM &UP=200552

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File 371:French Patents 1961-2002/BOPI 200209

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Set	Items	Description
S1	2178	CALLCENTER? OR CALLCENTRE? OR CALL() (CENTER? ? OR CENTRE? - ?) OR HOTLINE? ? OR HELPDESK? OR INFODESK?
S2	5	INFOCENTER? OR INFOCENTRE? OR HELPLINE? OR INFOLINE? OR HELPCENTER? OR HELPCENTRE?
S3	10396	(HELP OR INFO OR INFORMATION OR SERVICE? ? OR SUPPORT? ? OR RESOURCE? ?) (1W) (DESK? ? OR CENTER? ? OR CENTRE? ?)
S4	7802	(CUSTOMER? ? OR CLIENT? ? OR USER? ? OR TECHNICAL OR TECH) - (1W) (SERVICE? ? OR ASSISTANCE? OR SUPPORT?)
S5	5391	(HELP OR INFO OR INFORMATION OR HOT) (1W) LINE? ?
S6	24248	(IT OR INFORMATION() TECHNOLOGY) (1W) (RESPONSE? OR SUPPORT? - OR SOLUTION?) OR PRODUCT (1W) SUPPORT? ?
S7	57294	PRIORIT? OR URGENC? OR URGENT? OR PRIMACY? OR PRIMACIES?
S8	728	TRIAGE
S9	731	TRIAGE? ?
S10	1988	S7:S9(5N) (ANSWER? OR RESPOND? OR RESPONSE? OR REPLY? OR REPLIE? ? OR COUNTERMEASUR? OR COUNTER? OR ACTION?)
S11	1314	S7:S9(5N) (REACT? OR ADDRESS? OR RE() (ACT? ? OR ACT???? ?))
S12	88685	OLD OR OLDER OR OLDEST OR ELDER OR ELDEST OR AGE? ?
S13	962711	DOWNTIME? OR DOWN OR DURATION? OR INTERVAL? ? OR SPAND? OR SPANS?? ?
S14	75774	INOPERA? OR MALFUNCTION? OR DYSFUNCTION? OR DISFUNCTION?
S15	20483	S13:S14(2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR - GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)
S16	3402	(SPAN?? ? OR SPANN? OR SPANING) (2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)
S17	1222986	FREQUENT? OR FREQUENC? OR COMMON? OR OFTEN OR PREVALEN? OR RECUR? OR REOCCUR?
S18	5320	S17(3N) (IRREGULAR? OR ODD OR STRANGE? OR ATYPICAL? OR NONSTANDARD? OR INVALID? OR FAIL? OR PROBLEM? OR FAULT? OR DEFICIEN?)
S19	9111	S17(3N) (ABNORMA? OR ABERRA? OR MALFUNCTION? OR INOPERA? OR DYSFUNCTION? OR DISFUNCTION? OR BUG? ? OR BUGGY? OR ERROR?)
S20	7411	S17(3N) (DEVIAT? OR DEVIANT? OR IMPAIR? OR DEGRAD? OR EVENT? ?)
S21	19	S10:S11 AND S12
S22	4	S10:S11 AND S15:S16
S23	5	S10:S11 AND S18:S20
S24	28	S21:S23
S25	28	IDPAT (sorted in duplicate/non-duplicate order)
S26	28	IDPAT (primary/non-duplicate records only)
S27	5	S26 AND AC=US/PR
S28	4	S27 AND AY=(1970:2000)/PR
S29	23	S26 AND PY=1970:2000
S30	25	S28:S29

30/9/6 (Item 6 from file: 347)

DIALOG(R) File 347:JAPIO

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03204630 **Image available**

METHOD AND APPARATUS FOR PROTECTION AGAINST MALFUNCTION OF PACKAGING

MACHINE

PUB. NO.: 02-180130 [JP 2180130 A]
PUBLISHED: July 13, 1990 (19900713)
INVENTOR(s): SEKO KIYOSHI
HATANO MASATO
SUZUKI SHIGEKI
APPLICANT(s): FUJI MACH CO LTD [367505] (A Japanese Company or Corporation)
, JP (Japan)
APPL. NO.: 63-333183 [JP 88333183]
FILED: December 27, 1988 (19881227)
INTL CLASS: [5] B65B-057/00
JAPIO CLASS: 31.1 (PACKAGING -- General)
JAPIO KEYWORD: R131 (INFORMATION PROCESSING -- Microcomputers &
Microprocessors)
JOURNAL: Section: M, Section No. 1030, Vol. 14, No. 450, Pg. 167,
September 27, 1990 (19900927)

ABSTRACT

PURPOSE: To avoid the delay of counteraction against a high rank of malfunction by judging, at the time of detecting a plurality of malfunctions, which rank the malfunctions belong to and giving a **priority** to the most suitable **counteraction** typical of the highest rank when the malfunctions belong to different ranks.

CONSTITUTION: The title device is provided with a memory circuit 62 for storing beforehand a plurality of malfunctions grouped in ranks, a malfunction detection circuit 70 which inputs presence/absence of malfunctions regarding various control members provided in a packaging machine regarding various control members, a judging circuit 64 which judges to which group each malfunction belongs, by checking those malfunctions against memories stored in the memory circuit 62, when a plurality of malfunctions are detected simultaneously or with a slight time lag by the malfunction detection circuit 70, and a safety circuit 66 which terminates or suspends the various operations of the packaging machine in coping with each malfunction. Priority instructions are given to the safety circuit 66 to meet the **malfunctions** in the **highest** rank.

30/9/11 (Item 11 from file: 347)

DIALOG(R) File 347:JAPIO

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02639131 **Image available**

MAIL SERVICE SYSTEM

PUB. NO.: 63-256031 [JP 63256031 A]
PUBLISHED: October 24, 1988 (19881024)
INVENTOR(s): TERAJIMA YOSHIAKI
APPLICANT(s): MITSUBISHI ELECTRIC CORP [000601] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 62-088923 [JP 8788923]
FILED: April 13, 1987 (19870413)
INTL CLASS: [4] H04L-011/20
JAPIO CLASS: 44.3 (COMMUNICATION -- Telegraphy)
JOURNAL: Section: E, Section No. 717, Vol. 13, No. 74, Pg. 65,
February 20, 1989 (19890220)

ABSTRACT

PURPOSE: To realize the flexible and effective mail service in response to the importance by deciding the order of transmission of a mail to called

parties in response to the priority and releasing mails with lower priority when a storage device of a main box is occupied so as to store mails with higher priority therein.

CONSTITUTION: When a user of a terminal equipment 1 requests the storage of a mail to a terminal equipment 2, a pass word noticed in advance is inputted. An exchange 9 uses a pass word setting function 16 so as to set the pass word inputted from the terminal equipment 1 to a header of the relevant mail to send it to a mail box 4 corresponding to the terminal equipment 2. The mail box 4 assigns as idle table 13 of a storage device 8. When no idle table 13 exists, the oldest registration time in a mail table 12 registered in a chain of a mail table management section 20 representing the lowest priority '1' is released and the table is used as an idle table 13 when the priority of the mail is not lowest.

30/9/13 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

014460083 **Image available**
WPI Acc No: 2002-280786/200232
Related WPI Acc No: 2002-328833
XRPX Acc No: N02-219307

Distributed multiprocessor server system uses new- old differentiation logic to identify connection requests and respond at different priorities

Patent Assignee: IKADEGA INC (IKAD-N)
Inventor: BESTLER C B; PHILLIPS R C
Number of Countries: 095 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200215027	A1	20020221	WO 2001US25346	A	20010814	200232 B
AU 200186459	A	20020225	AU 200186459	A	20010814	200245

Priority Applications (No Type Date): US 2000638774 A 20000815

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
WO 200215027 A1 E 52 G06F-015/16

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200186459 A G06F-015/16 Based on patent WO 200215027

Abstract (Basic): WO 200215027 A1

NOVELTY - System comprises a network interface coupled to an intelligent switch comprising logic components identifying a new request corresponding to a message packet received by the interface. A default handler processor receives the new request from the switch and has delegation logic for associating the request type, identifying the processor and issuing a message reassigning the request to the identified handler processor.

DETAILED DESCRIPTION - A bus structure links the processors to the switch and request reassignment tracking logic so that the new request is completed without intervention by the default handler processor. A storage server system is linked to the intelligent switch by a non-blocking switch, one processor has a computer gateway interface and there is a data retrieval buffer between the data store and processors,

and is independently accessible w.r.t the primary RAM utilized by the default handler processor.

An INDEPENDENT CLAIM is included for a method of allocating received requests in a multiprocessor network server.

USE - System is for providing specialized services in a network environment.

ADVANTAGE - System can handle a large workload arising from request messages.

DESCRIPTION OF DRAWING(S) - The figure shows a high level hardware block diagram of the system.

pp; 52 DwgNo 1/5

Title Terms: DISTRIBUTE; MULTIPROCESSOR; SERVE; SYSTEM; NEW; DIFFERENTIAL; LOGIC; IDENTIFY; CONNECT; REQUEST; RESPOND; PRIORITY

Derwent Class: T01

International Patent Class (Main): G06F-015/16

File Segment: EPI

Manual Codes (EPI/S-X): T01-C03A; T01-E02C; T01-M02A1

30/9/14 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014256439 **Image available**

WPI Acc No: 2002-077137/200211

XRPX Acc No: N02-056946

Superscalar microprocessor has instruction scheduler which performs logic function on each column of matrix of registers in tracker, to determine oldest instruction for dispatching instructions to resources

Patent Assignee: STMICROELECTRONICS INC (SGSA); SGS THOMSON MICROELTRN INC (SGSA)

Inventor: PROTIP R; ROY P

Number of Countries: 028 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1164472	A2	20011219	EP 2001304401	A	20010518	200211 B
JP 2002007116	A	20020111	JP 2001164895	A	20010531	200219
US 6785802	B1	20040831	US 2000585076	A	20000601	200457

Priority Applications (No Type Date): US 2000585076 A 20000601

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1164472	A2	E	9	G06F-009/38	

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

JP 2002007116 A 10

US 6785802 B1 G06F-015/00

Abstract (Basic): EP 1164472 A2

NOVELTY - An out-of-order instruction shelf (30) has an instruction age tracker (32) that stores logic states associated with relative age of instructions stored in an instruction pool (34), in a matrix of single bit registers. An instruction scheduler (40) performs a logic function on each column to determine an oldest instruction, for dispatching instructions to resources (21-23) based on priority, in response to which matrix is updated.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Out-of-order instruction shelf;
- (b) Method of tracking instruction priority in out-of-order

instruction shelf;

(c) Method of processing instructions in superscalar microprocessor
USE - Superscalar microprocessor with an out-of-order instruction
shelf.

ADVANTAGE - The instruction dispatch speed in the superscalar
microprocessor with an out-of-order instruction shelf is increased.

DESCRIPTION OF DRAWING(S) - The figure shows the superscalar
microprocessor.

Resources (21-23)

Out-of-order instruction shelf (30)

Instruction **age** tracker (32)

Instruction pool (34)

Instruction scheduler (40)

pp; 9 DwgNo 3/5

Title Terms: MICROPROCESSOR; INSTRUCTION; PERFORMANCE; LOGIC; FUNCTION;
COLUMN; MATRIX; REGISTER; TRACK; DETERMINE; INSTRUCTION; DISPATCH;
INSTRUCTION; RESOURCE

Derwent Class: T01

International Patent Class (Main): G06F-009/38; G06F-015/00

International Patent Class (Additional): G06F-009/30; G06F-009/40

File Segment: EPI

Manual Codes (EPI/S-X): T01-F02A; T01-F02C2; T01-F03B; T01-H01D

30/9/21 (Item 9 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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004294256

WPI Acc No: 1985-121134/ 198520

XRPX Acc No: N85-090939

**Program implementation time and capability monitor - has automatic
clearing circuit with output to malfunction frequency analyser with
time mark counter at input to malfunctions counter**

Patent Assignee: LIKHOVETSKII M B (LIKH-I)

Inventor: LIKHOVETSK M B; NOSKOV V I; TSUKANOV M I

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
SU 1120339	A	19841023	SU 3618325	A	19830711	198520 B

Priority Applications (No Type Date): SU 3618325 A 19830711

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
SU 1120339	A		4		

Abstract (Basic): SU 1120339 A

The time monitor contg. the time counter (1), control circuit (2),
instruction number **counter** (3), **priority** circuit (4), coder (5),
malfunctions **counter** (6) and an automatic clearing circuit (7)
consisting of trigger (8), AND-gates (9,10) and delay circuit (11), has
a **malfunction frequency** analyser (12) with trigger (13), time
counter (14) and AND-gate (13).

In the event of a computer fault which makes interruption of
stopping of the computer impossible, the AND-gate (10) forms an
Interrupt Fault signal. As a result, the control circuit resets all
central registers of the computer and retriggers the computer according
to the address in the instruction number register. In the analyser the
signal sets the trigger at (1), so making the AND-gate conducting for a

time mark count. On overfill the malfunctions counter is cleared.

USE/ADVANTAGE - In monitoring computer work-capability as well as program implementation time, certainty is increased by avoiding incorrect signalling of computer failure. Allowance is made for the **frequency** of **malfunctioning** which is 1-2 orders more **frequency**.

The **malfunction** count is not signalled to the control circuit during the time mark count. Bul.39/23.10.84 (4pp Dwg.No.1/1)

Title Terms: PROGRAM; IMPLEMENT; TIME; CAPABLE; MONITOR; AUTOMATIC; CLEAR; CIRCUIT; OUTPUT; MALFUNCTION; FREQUENCY; ANALYSE; TIME; MARK; COUNTER; INPUT; MALFUNCTION; COUNTER

Derwent Class: T01

International Patent Class (Additional): G06F-011/28

File Segment: EPI

Manual Codes (EPI/S-X): T01-F; T01-G09

?

File 348:EUROPEAN PATENTS 1978-2005/Aug W01
(c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20050811,UT=20050804
(c) 2005 WIPO/Univentio
File 324:German Patents Fulltext 1967-200531
(c) 2005 Univentio

Set	Items	Description
S1	3749	CALLCENTER? OR CALLCENTRE? OR CALL() (CENTER? ? OR CENTRE? - ?) OR HOTLINE? ? OR HELPDESK? OR INFODESK?
S2	92	INFOCENTER? OR INFOCENTRE? OR HELPLINE? OR INFOLINE? OR HELPCENTER? OR HELPCENTRE?
S3	14027	(HELP OR INFO OR INFORMATION OR SERVICE? ? OR SUPPORT? ? OR RESOURCE? ?) (1W) (DESK? ? OR CENTER? ? OR CENTRE? ?)
S4	21622	(CUSTOMER? ? OR CLIENT? ? OR USER? ? OR TECHNICAL OR TECH) - (1W) (SERVICE? ? OR ASSISTANCE? OR SUPPORT?)
S5	6206	(HELP OR INFO OR INFORMATION OR HOT) (1W) LINE? ?
S6	44169	(IT OR INFORMATION() TECHNOLOGY) (1W) (RESPONSE? OR SUPPORT? - OR SOLUTION?) OR PRODUCT(1W)SUPPORT? ?
S7	449753	PRIORIT? OR URGENC? OR URGENT? OR PRIMACY? OR PRIMACIES?
S8	2215	TRIAGE
S9	2263	TRIAGE? ?
S10	3084	S7:S9(3N) (ANSWER? OR RESPOND? OR RESPONSE? OR REPLY? OR REPLIE? ? OR COUNTERMEASUR? OR COUNTER? OR ACTION?)
S11	421453	OLD OR OLDER OR OLDEST OR ELDER OR ELDEST OR AGE? ?
S12	1380052	DOWNTIME? OR DOWN OR DURATION? OR INTERVAL? ?
S13	93736	(S12 OR SPAN?? ?) (2N) (LONG??? ? OR LENGTH? OR GREATEST OR - EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)
S14	2046	(SPAND? ? OR SPANS?? ?) (2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR - MOST)
S15	1812831	FREQUENT? OR FREQUENC? OR COMMON? OR OFTEN OR PREVALEN? OR RECUR? OR REOCCUR?
S16	65990	S15(3N) (IRREGULAR? OR ODD OR STRANGE? OR ATYPICAL? OR NONSTANDARD? OR INVALID? OR FAIL? OR PROBLEM? OR FAULT? OR DEFICIEN?)
S17	22047	S15(3N) (ABNORMA? OR ABERRA? OR MALFUNCTION? OR INOPERA? OR DYSFUNCTION? OR DISFUNCTION? OR BUG? ? OR BUGGY? OR ERROR?)
S18	24362	S15(3N) (DEVIAT? OR DEVIANT? OR IMPAIR? OR DEGRAD? OR EVENT? ?)
S19	27	S10(20N)S11
S20	14	S19 AND S1:S6
S21	1	S19(20N)S1:S6
S22	4419	S7:S9(5N) (ANSWER? OR RESPOND? OR RESPONSE? OR REPLY? OR REPLIE? ? OR COUNTERMEASUR? OR COUNTER? OR ACTION?)
S23	3428	S7:S9(5N) (REACT? OR ADDRESS? OR RE()ACT???? ?)
S24	0	S7:S9(5N)RE()ACT? ?
S25	72	S22:S24(20N)S11
S26	0	S25(20N)S1:S6 NOT S21
S27	10	S22:S24(20N)S13:S14
S28	19	S22:S24(20N)S16:S18
S29	53	(S19 OR S27:S28) NOT S21
S30	53	IDPAT (sorted in duplicate/non-duplicate order)
S31	53	IDPAT (primary/non-duplicate records only)
S32	38	S31 AND AC=US/PR
S33	30	S32 AND AY=(1970:2000)/PR
S34	30	S31 AND PY=1970:2000
S35	39	S33:S34

21/5,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00802534

ANY-TO-ANY COMPONENT COMPUTING SYSTEM

SYSTEME INFORMATIQUE A COMPOSANTS TOUTE CATEGORIE

Patent Applicant/Assignee:

E-BRAIN SOLUTIONS LLC, 1200 Mountain Creek Road, Suite 440, Chattanooga,
TN 34705, US, US (Residence), US (Nationality), (For all designated
states except: US)

Patent Applicant/Inventor:

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LOWE Steven, 1625 Starboard Drive, Hixson, TN 37343, US, US (Residence),
US (Nationality), (Designated only for: US)

Legal Representative:

MEHRMAN Michael J (agent), Paper Mill Village, Building 23, 600 Village
Trace, Suite 300, Marietta, GA 30067, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200135216 A2-A3 20010517 (WO 0135216)

Application: WO 2000US31231 20001113 (PCT/WO US0031231)

Priority Application: US 99164884 19991112

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-009/44

International Patent Class: G06F-017/22

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 275671

English Abstract

A universal data and software structure and method for an Any-to-Any
computing machine in which any number of any components can be related to
any number of any other components in a manner that is not intrinsically
hierarchical and is intrinsically unlimited. The structure and method
includes a Concept Hierarchy; each concept or assembly of concepts is
uniquely identified and assigned a number in a Numbers Concept Language
or uniquely identified in a Non-numbers Concept Language. Each Component
or assembly of Components is intrinsically related to all other data
items that contain common or related components.

French Abstract

L'invention concerne une structure de donnees et de logiciel universelle
ainsi qu'un procede de machine informatique toute categorie dans laquelle
des composants, quels qu'ils soient et quel que soit leur nombre, peuvent
etre rattaches a d'autres composants, quels qu'ils soient et quel que
soit leur nombre, d'une maniere intrinsequement non hierarchisee et
intrinsequement illimitee. La structure et le procede comportent une

hierarchie conceptuelle; chaque concept ou ensemble de concepts est identifie de maniere unique et recoit un numero dans un langage conceptuel de nombres ou dans un langage conceptuel de non-nombres. Chaque composant ou ensemble de composants est intrinsequement rattache a tous les autres elements de donnees qui contiennent des composants communs ou associes.

Legal Status (Type, Date, Text)

Publication 20010517 A2 Without international search report and to be republished upon receipt of that report.

Search Rpt 20020808 Late publication of international search report

Republication 20020808 A3 With international search report.

Fulltext Availability:

Claims

Claim

... processed, Typically, the rule base 36 can be optimized by ordering the meanings in a **priority** order based on frequency of occurrence

? t35/5,k/6,18

35/5,K/6 (Item 6 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
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00776140

Method for forming a virtual call center
Verfahren zur Herstellung einer virtuellen Anrufzentrale
Methode pour former un centre d'appel virtuel

PATENT ASSIGNEE:

ASPECT TELECOMMUNICATIONS CORPORATION, (2092500), 1730 Fox Drive, San Jose, California 95131, (US), (Applicant designated States: all)

INVENTOR:

Bean, Timothy E., 7559 Trotter Way, Pleasanton, California 94588, (US)

LEGAL REPRESENTATIVE:

Armitage, Ian Michael et al (27761), MEWBURN ELLIS York House 23 Kingsway, London WC2B 6HP, (GB)

PATENT (CC, No, Kind, Date): EP 725526 A2 960807 (Basic)
EP 725526 A3 991013

APPLICATION (CC, No, Date): EP 96300674 960131;

PRIORITY (CC, No, Date): US 383022 950202

DESIGNATED STATES: DE; FR; GB; IT

INTERNATIONAL PATENT CLASS: H04M-003/50; H04M-007/00

ABSTRACT EP 725526 A2

A virtual call center is formed by use of real-time insertion of call-listing requests of new phone calls into existing calls-waiting lists of several ACDs according to time information such as the global age of the calls. Each ACD normally lists the calls by the local age, so the inserted requests can receive priority over calls listed only locally. A network of connected ACDs allows the calls to be answered by any available service agent in the order in which the phone calls were received by any ACD anywhere in the network of connected ACDs. (see image in original document)

ABSTRACT WORD COUNT: 117

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Examination: 030312 A2 Date of dispatch of the first examination report: 20030124

Examination: 20000412 A2 Date of request for examination: 20000211

Withdrawal: 040211 A2 Date application deemed withdrawn: 20030805

Application: 960807 A2 Published application (Alwith Search Report ;A2without Search Report)

Search Report: 991013 A3 Separate publication of the search report

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	EPAB96	769
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SPEC A	(English)	EPAB96	1965
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Total word count - document A	2734
-------------------------------	------

Total word count - document B	0
-------------------------------	---

Total word count - documents A + B	2734
------------------------------------	------

...SPECIFICATION alternatively or in addition) by any ACD to which a request has been passed. The action taken, or the priority assigned to a call, may be dependent on the global age of the call. ...

? t35/5,k/19,34-35

35/5,K/19 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00792457 **Image available**

WEB MAIL MANAGEMENT METHOD AND SYSTEM

SYSTEME ET PROCEDE DE GESTION DU COURRIER ELECTRONIQUE

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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KAUL Anjana, 224/16 Ramana Maharishi Road, Bangalore 560080, IN,
LADHA Arvind, 224/16 Ramana Maharishi Road, Bangalore 560080, IN,
MARTON Kornel, Villa le Colline, Borrow Tre Fossati 11-13, I-50023
Impruneta, IT,
PATIL Bhushan Arun, 224/16 Ramana Maharishi Road, Bangalore 560080, IN,
RAO Arun, 224/16 Ramana Maharishi Road, Bangalore 560080, IN,
SITARAMAN Krishnamoorthy, 224/16 Ramana Maharishi Road, Bangalore 560080,
IN,
YADAV Nitin S, 224/16 Ramana Maharishi Road, Bangalore 560080, IN,

Legal Representative:

GO James Y (et al) (agent), Blakely, Sokoloff, Taylor & Zafman, 12400
Wilshire Blvd., 7th Floor, Los Angeles, CA 90025-1026, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200125966 A1 20010412 (WO 0125966)
Application: WO 2000US27000 20000928 (PCT/WO US0027000)
Priority Application: US 99410858 19991001

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-017/30

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 19159

English Abstract

A method of and process for processing e-mail. According to the disclosed
method and an e-mail message is received and stored in a relational
database. The contents of the message are parsed to thereby assign values
to corresponding fields of the relational database. These values are
assigned based upon the parsed contents of the e-mail message. This
generates a case based upon the message.

French Abstract

L'invention concerne un procede de gestion du courrier electronique.

Selon ce procede, un message du courrier electronique est reçu et stocke dans une base de donnees relationnelle. Les contenus du message sont analyses pour attribuer des valeurs aux champs correspondants de la base de donnees relationnelle. Ces valeurs sont attribuees sur la base des contenus analyses du message du courrier electronique. Ce procede genere un cas refletant le message.

Legal Status (Type, Date, Text)

Publication 20010412 A1 With international search report.

Examination 20010816 Request for preliminary examination prior to end of 19th month from priority date

Correction 20020926 Corrected version of Pamphlet: pages 1-60, description, replaced by new pages 1-63; pages 61-65, claims, replaced by new pages 64-68; pages 1/27-27/27, drawings, replaced by new pages 1/27-27/27; due to late transmittal by the receiving Office

Republication 20020926 A1 With international search report.

Fulltext Availability:

Detailed Description

Detailed Description

... I 0 The E-service method and system allows the user to track every incident, **prioritize responses** based on various criteria (such as assignment, **age** of message, etc.). and allows them to differentiate messages on which no action has been...

File 696:DIALOG Telecom. Newsletters 1995-2005/Aug 16
(c) 2005 Dialog
File 15:ABI/Inform(R) 1971-2005/Aug 16
(c) 2005 ProQuest Info&Learning
File 98:General Sci Abs/Full-Text 1984-2004/Dec
(c) 2005 The HW Wilson Co.
File 112:UBM Industry News 1998-2004/Jan 27
(c) 2004 United Business Media
File 141:Readers Guide 1983-2004/Dec
(c) 2005 The HW Wilson Co
File 484:Periodical Abs Plustext 1986-2005/Aug W1
(c) 2005 ProQuest
File 553:Wilson Bus. Abs. FullText 1982-2004/Dec
(c) 2005 The HW Wilson Co
File 608:KR/T Bus.News. 1992-2005/Aug 17
(c)2005 Knight Ridder/Tribune Bus News
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 613:PR Newswire 1999-2005/Aug 17
(c) 2005 PR Newswire Association Inc
File 635:Business Dateline(R) 1985-2005/Aug 16
(c) 2005 ProQuest Info&Learning
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 610:Business Wire 1999-2005/Aug 17
(c) 2005 Business Wire.
File 369:New Scientist 1994-2005/May W5
(c) 2005 Reed Business Information Ltd.
File 370:Science 1996-1999/Jul W3
(c) 1999 AAAS
File 624:McGraw-Hill Publications 1985-2005/Aug 16
(c) 2005 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2005/Aug 16
(c) 2005 San Jose Mercury News
File 647:CMP Computer Fulltext 1988-2005/Jul W5
(c) 2005 CMP Media, LLC
File 674:Computer News Fulltext 1989-2005/Aug W1
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Set	Items	Description
S1	159405	CALLCENTER? OR CALLCENTRE? OR CALL() (CENTER? ? OR CENTRE? - ?) OR HOTLINE? ? OR HELPDESK? OR INFODESK?
S2	8888	INFOCENTER? OR INFOCENTRE? OR HELPLINE? OR INFOLINE? OR HELPCENTER? OR HELPCENTRE?
S3	252373	(HELP OR INFO OR INFORMATION OR SERVICE? ? OR SUPPORT? ? OR RESOURCE? ?) (1W) (DESK? ? OR CENTER? ? OR CENTRE? ?)
S4	838954	(CUSTOMER? ? OR CLIENT? ? OR USER? ? OR TECHNICAL OR TECH) - (1W) (SERVICE? ? OR ASSISTANCE? OR SUPPORT?)
S5	33268	(HELP OR INFO OR INFORMATION OR HOT) (1W) LINE? ?
S6	144996	(IT OR INFORMATION() TECHNOLOGY) (1W) (RESPONSE? OR SUPPORT? - OR SOLUTION?) OR PRODUCT(1W) SUPPORT? ?
S7	727568	PRIORIT? OR URGENC? OR URGENT? OR PRIMACY? OR PRIMACIES?
S8	8735	TRIAGE
S9	9046	TRIAGE?
S10	20713	S7:S9(5N) (ANSWER? OR RESPOND? OR RESPONSE? OR REPLY? OR REPLIE? ? OR COUNTERMEASUR? OR COUNTER? OR ACTION?)
S11	10056	S7:S9(5N) (REACT? OR ADDRESS? OR RE() (ACT? ? OR ACT???? ?))
S12	3382891	OLD OR OLDER OR OLDEST OR ELDER OR ELDEST OR AGE? ?
S13	3345084	DOWNTIME? OR DOWN OR DURATION? OR INTERVAL? ? OR SPAND? OR SPANS?? ?

S14 94090 INOPERA? OR MALFUNCTION? OR DYSFUNCTION? OR DISFUNCTION?
 S15 71568 S13:S14(2N) (LONG??? ? OR LENGTH? OR GREATEST OR EXTENT OR -
 GREATER OR EXTENSIVE OR HIGHEST OR HIGHER OR MOST)
 S16 11532 (SPAN?? ? OR SPANN? OR SPANING) (2N) (LONG??? ? OR LENGTH? OR
 GREATEST OR EXTENT OR GREATER OR EXTENSIVE OR HIGHEST OR HIG-
 HER OR MOST)
 S17 4311155 FREQUENT? OR FREQUENC? OR COMMON? OR OFTEN OR PREVALEN? OR
 RECUR? OR REOCCUR?
 S18 135187 S17(3N) (IRREGULAR? OR ODD OR STRANGE? OR ATYPICAL? OR NONS-
 TANDARD? OR INVALID? OR FAIL? OR PROBLEM? OR FAULT? OR DEFICI-
 EN?)
 S19 18939 S17(3N) (ABNORMA? OR ABERRA? OR MALFUNCTION? OR INOPERA? OR
 DYSFUNCTION? OR DISFUNCTION? OR BUG? ? OR BUGGY? OR ERROR?)
 S20 31939 S17(3N) (DEVIAT? OR DEVIANT? OR IMPAIR? OR DEGRAD? OR EVENT?
 ?)
 S21 895 S10:S11(S)S12
 S22 20 S10:S11(S)S15:S16
 S23 109 S10:S11(S)S18:S20
 S24 197 S10:S11(10N)S12
 S25 2 S24(S)S1:S6
 S26 131 S22:S23 OR S25
 S27 56 S26/2001:2005
 S28 75 S26 NOT S27
 S29 67 RD (unique items)

29/3,K/12 (Item 12 from file: 15)
 DIALOG(R)File 15:ABI/Inform(R)
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01393994 00-44981
New problems in problem-solving
 Spitzer, Quinn; Evans, Ron
 Across the Board v34n4 PP: 36-40 Apr 1997
 ISSN: 0147-1554 JRNL CODE: CBR
 WORD COUNT: 3241

...TEXT: increasingly sophisticated equipment, and the pressures of time
 all combined to create a sense of **urgency** heretofore unknown. Interim
actions became less **commonplace**, because **problem** solvers hadn't enough
 experience -with new systems and equipment to know how to jerry-build
 them-even assuming that was possible.

The cost of problems escalated, as a **failure** in one part **often** shut
 down an entire system. These costs are so high, in fact, that the
 organization demands and rewards immediate action. In **response** to this
 high degree of **urgency**, the standard procedure for computer-support
 engineers in nearly all companies has become "swapping the...
 ? t29/3,k/19

29/3,K/19 (Item 19 from file: 15)
 DIALOG(R)File 15:ABI/Inform(R)
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00867227 95-16619
A neural network approach to decision alternative prioritization
 Wilson, Rick L
 Decision Support Systems v11n5 PP: 431-447 Jun 1994
 ISSN: 0167-9236 JRNL CODE: DSS

ABSTRACT: Decision alternative prioritization is a **common** decision

problem faced by managers. A neural network model and convergence algorithm have been developed to specifically **address** the **prioritization** of competing decision alternatives. The new method builds on the strengths of existing ranking methods...

File 347:JAPIO Nov 1976-2005/Apr(Updated 050801)
(c) 2005 JPO & JAPIO
File 350:Derwent WPIX 1963-2005/UD,UM &UP=200552
(c) 2005 Thomson Derwent
File 348:EUROPEAN PATENTS 1978-2005/Aug W01
(c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20050811,UT=20050804
(c) 2005 WIPO/Univentio
File 324:German Patents Fulltext 1967-200531
(c) 2005 Univention

Set	Items	Description
S1	1764	AU=HORIE T?
S2	9182	AU=IKEDA H?
S3	336	AU=OKABE A?
S4	41246	AU=SUZUKI K?
S5	52379	S1:S4
S6	1726	(TECHNICAL OR TECH) (1W)SUPPORT? OR TECHSUPPORT?
S7	6	S5 AND S6

7/9/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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07892946 **Image available**
ANSWERING SYSTEM FOR TECHNICAL SUPPORT AND THE TECHNICAL SUPPORT
METHOD

PUB. NO.: 2004-005705 [JP 2004005705 A]
PUBLISHED: January 08, 2004 (20040108)
INVENTOR(s): HORIE TORU
IKEDA HIROSHI
OKABE AKIRA
SUZUKI KINICHI
APPLICANT(s): HITACHI LTD
APPL. NO.: 2003-170172 [JP 2003170172]
Division of 2001-028975 [JP 200128975]
FILED: June 16, 2003 (20030616)
PRIORITY: 2000-038031 [JP 200038031], JP (Japan), February 09, 2000
(20000209)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To provide a answering system for **technical support** and a **technical support** method, which quickly and accurately conduct a **technical support** to an inquiry from a user.

SOLUTION: This system is provided with a web server 4 which receives inquiry information from the user sent via Internet 3, an inquiry information database 9 which registers the inquiry information received at the web server 4, a firewall 17a which prevents the inquiry information registered in the inquiry information database 9 from being browsed by other users on a communication network, an intranet 11 which informs the inquiry information registered at the web server 4 to a service provider 12, an input device which inputs an answer in response to the inquiry information informed via the intranet 11, and a mail server which transmits an answer, in response to the inquiry from the user input at the input device.

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7/9/2 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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07557042 **Image available**

TECHNICAL SUPPORT COMMUNICATION SYSTEM AND TECHNICAL SUPPORT METHOD

PUB. NO.: 2003-050883 [JP 2003050883 A]
PUBLISHED: February 21, 2003 (20030221)
INVENTOR(s): HORIE TORU
IKEDA HIROSHI
OKABE AKIRA
SUZUKI KINICHI
APPLICANT(s): HITACHI LTD
APPL. NO.: 2001-240055 [JP 2001240055]
FILED: August 08, 2001 (20010808)
INTL CLASS: G06F-017/60; G05B-023/02; G06F-017/30

ABSTRACT

PROBLEM TO BE SOLVED: To provide a **technical support** communication system and a **technical support** method quickly and accurately giving **technical support** for an inquiry from a user.

SOLUTION: The **technical support** communication system is provided with a reception server receiving inquiry information about plant equipment of a user registered beforehand transmitted from a person concerned of a service provider on the outside of an answer center, a transmission server transmitting answer information to the inquiry information, an inquiry information data base where the inquiry information is registered, an inquiry history data base where the history of the inquiry information is registered and an answer system for preparing an answer regarding the **technical support** to the inquiry information on the basis of the technical data of the plant equipment of the registered user and the history of the inquiry information of the plant equipment stored in the inquiry history data base for the inquiry information.

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7/9/3 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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016516963 **Image available**

WPI Acc No: 2004-675346/200466
Related WPI Acc No: 2001-488364
XRPX Acc No: N04-535152

Answer system for providing technical support , has web server to receive inquiry information from user, Intranet to communicate information to service furnisher, input unit to give answer and mail server to send answer to user

Patent Assignee: HITACHI LTD (HITA)
Inventor: HORIE T ; IKEDA H ; OKABE A ; SUZUKI K
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20040177059	A1	20040909	US 2001775575	A	20010205	200466 B
			US 2004796172	A	20040310	

Priority Applications (No Type Date): JP 200038031 A 20000209

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20040177059	A1	27	G06F-007/00	Cont of application US 2001775575

Abstract (Basic): US 20040177059 A1

NOVELTY - The system has a web server (4) to receive and store information of an inquiry sent from a user via Internet. A fire wall prevents the information access by outsiders via a telecommunication network. An intranet communicates the information to an information service furnisher. An input unit inputs an answer based on the information of the inquiry. The answer is sent to the user via the network by a mail server (24).

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for a **technical support** method of furnishing technical information services via a telecommunication network.

USE - Used for providing **technical support** (claimed) to a user e.g. maintenance engineer.

ADVANTAGE - The information is automatically stored in the web server and the information service furnisher can instantly recognize what kind of information the user needs, or what kind of inquiry he has, thus the answer system can quickly and accurately perform the **technical support** to a request or an inquiry from a user, and hence the user can easily and timely acquire the information which he needs.

DESCRIPTION OF DRAWING(S) - The drawing shows a schematic diagram depicting the composition of an answer system for **technical support**

Web server (4)
Answer system (5)
Document data base (7)
Fire wall (17a)
Mail server (24)
pp; 27 DwgNo 2/26

Title Terms: ANSWER; SYSTEM; TECHNICAL; SUPPORT; WEB; SERVE; RECEIVE; ENQUIRY; INFORMATION; USER; COMMUNICATE; INFORMATION; SERVICE; INPUT; UNIT; ANSWER; MAIL; SERVE; SEND; ANSWER; USER

Derwent Class: T01; W01

International Patent Class (Main): G06F-007/00

File Segment: EPI

Manual Codes (EPI/S-X): T01-G08A; T01-N01D; T01-N02B1; W01-C05B5C

7/9/4 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014004150 **Image available**

WPI Acc No: 2001-488364/200153

Related WPI Acc No: 2004-675346

XRPX Acc No: N01-361392

Answer system for technical support , sends input answer responding to communicated inquiry information to user through telecommunication network by mail server

Patent Assignee: HITACHI LTD (HITA); HORIE T (HORI-I); IKEDA H (IKED-I); OKABE A (OKAB-I); SUZUKI K (SUZU-I)

Inventor: HORIE T ; IKEDA H ; OKABE A ; SUZUKI K

Number of Countries: 030 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20010012337	A1	20010809	US 2001775575	A	20010205	200153 B
CA 2335210	A1	20010809	CA 2335210	A	20010209	200154
EP 1124195	A2	20010816	EP 2001101453	A	20010123	200154
CN 1308290	A	20010815	CN 2001103252	A	20010208	200174
JP 2001297179	A	20011026	JP 200128975	A	20010206	200203
JP 2004005705	A	20040108	JP 200128975	A	20010206	200405
			JP 2003170172	A	20030616	

Priority Applications (No Type Date): JP 200038031 A 20000209

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20010012337	A1		27	H02P-005/46	
CA 2335210	A1	E		G06F-017/30	
EP 1124195	A2	E		G06F-017/60	
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT					
LI LT LU LV MC MK NL PT RO SE SI TR					
CN 1308290	A			G06F-017/30	
JP 2001297179	A		27	G06F-017/60	
JP 2004005705	A		23	G06F-017/60	Div ex application JP 200128975

Abstract (Basic): US 20010012337 A1

NOVELTY - A database (9) registers information of inquiry sent from a user through network. A fire wall (17a) prevents registered information of inquiry from being accessed by outsiders through network. Intranet (11) communicates registered information of inquiry to information service furnisher. The answer responding to communicated information of inquiry is input and sent to user through network by mail server (24).

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for **technical support** method of furnishing technical information service through telecommunication network.

USE - For furnishing service to user through telecommunication network.

ADVANTAGE - Enables to quickly and accurately perform **technical support** to request or inquiry from user.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram of composition of answer system.

Database (9)
Intranet (11)
Fire wall (17a)
Mail server (24)
pp; 27 DwgNo 1/26

Title Terms: ANSWER; SYSTEM; TECHNICAL; SUPPORT; SEND; INPUT; ANSWER; RESPOND; COMMUNICATE; ENQUIRY; INFORMATION; USER; THROUGH; TELECOMMUNICATION; NETWORK; MAIL; SERVE

Derwent Class: T01; V06; W01; X13

International Patent Class (Main): G06F-017/30; G06F-017/60; H02P-005/46

International Patent Class (Additional): G06F-013/14; H02P-007/68; H04L-012/16; H04L-012/22

File Segment: EPI

Manual Codes (EPI/S-X): T01-H07C1; T01-H07C5E; V06-N30; W01-A06B7; W01-A06E1; W01-A06G2; W01-A06X; W01-C05B3; X13-F03X; X13-G01X

7/5/5 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01388962

Maintenance information management system and method of providing a maintenance plan

System zum Verwalten von Wartungsinformationen und Verfahren zum Erstellen eines Wartungsplanes

Systeme de commande des informations d'entretien et procedure pour creer un plan d'entretien

PATENT ASSIGNEE:

Hitachi, Ltd., (204145), 6 Kanda Surugadai 4-chome, Chiyoda-ku, Tokyo 101-8010, (JP), (Applicant designated States: all)

HITACHI ENGINEERING AND SERVICES CO., LTD., (776532), 2-2 Saiwaicho-3-chome, Hitachi-shi Ibaraki-ken, (JP), (Applicant designated States: all)

INVENTOR:

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Semba, Kenzo, Hitachi Engineering & Services Co., Ltd., of2-2, Saiwaicho-3-chome, Hitachi-shi, Ibaraki-ken, (JP)

Ueda, Toshiyuki, Hitachi Engineering & Services Co, Ltd., of2-2, Saiwaicho-3-chome, Hitachi-shi, Ibaraki-ken, (JP)

Kanda, Seio, Hitachi Engineering & Services Co., Ltd., of2-2, Saiwaicho-3-chome, Hitachi-shi, Ibaraki-ken, (JP)

LEGAL REPRESENTATIVE:

Strehl Schubel-Hopf & Partner (100941), Maximilianstrasse 54, 80538 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1178417 A2 020206 (Basic)
EP 1178417 A3 030528

APPLICATION (CC, No, Date): EP 2001104365 010223;

PRIORITY (CC, No, Date): JP 2000226194 000721

DESIGNATED STATES: DE; FR; GB; IT

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT EP 1178417 A2

In a maintenance management system and a method of providing engineering support, maintenance information concerning generating plants owned by a user is provided to a maker, and the maker analyzes such items of information, and manages the information in a structure maintenance management system (6). The user accesses the maintenance management system (6) through the Internet (3), extracts information to be obtained from databases, and implements maintenance activities or drafts a plan. Engineers of the maker register maintenance information through an intranet (12), and provide engineering support for the maintenance activities promoted by the user.

ABSTRACT WORD COUNT: 96

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 020206 A2 Published application without search report

Search Report: 030528 A3 Separate publication of the search report

Examination: 030820 A2 Date of request for examination: 20030618

Examination: 030917 A2 Date of dispatch of the first examination report: 20030804

Withdrawal: 040616 A2 Date application deemed withdrawn: 20031216

LANGUAGE (Publication, Procedural, Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	200206	1213
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SPEC A	(English)	200206	7589
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Total word count - document A	8802
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Total word count - document B	0
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Total word count - documents A + B 8802

7/5/6 (Item 2 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01315933

Answer system for technical support , and technical support method
Antwortssystem fur die technische Unterstutzung und Verfahren fur die
technische Unterstutzung
Systeme de reponses pour le support technique et methode pour le support
technique

PATENT ASSIGNEE:

Hitachi, Ltd., (204145), 6 Kanda Surugadai 4-chome, Chiyoda-ku, Tokyo
101-8010, (JP), (Applicant designated States: all)

INVENTOR:

Horie, Tooru , 3112-18, Mayumi-cho, Hitachiota-shi, Ibaraki 313-0022,
(JP)

Ikeda, Hiraku , 1977-16, Takaba, Hitachinaka-shi, Ibaraki 312-0062, (JP)

Okabe, Akira , 35-6, Takasuzu-cho 5-chome, Hitachi-shi, Ibaraki 317-0066
, (JP)

Suzuki, Kinichi , 2254-9, Uchijuku, Tokai-mura, Naka-gun, Ibaraki
319-1102, (JP)

LEGAL REPRESENTATIVE:

Strehl Schubel-Hopf & Partner (100941), Maximilianstrasse 54, 80538
Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1124195 A2 010816 (Basic)
EP 1124195 A3 011128

APPLICATION (CC, No, Date): EP 2001101453 010123;

PRIORITY (CC, No, Date): JP 200038031 000209

DESIGNATED STATES: DE; FR; GB; IT

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT EP 1124195 A2

An answer system for **technical support** comprises an web server for receiving information of an inquiry sent from a user via an internet; an inquiry-information data base for storing the inquiry information which has been received by the web server; a fire wall for preventing the information of the inquiry, which is stored in the inquiry-information data base, from being accessed by outsiders via the telecommunication network; an intranet for communicating the information of the inquiry, which is stored by the web server, to an information service furnisher; an input unit for inputting an answer to the information of the inquiry, which has been communicated via the intranet; and a mail server for sending the answer to the information of the inquiry, which has been input by the input unit.

ABSTRACT WORD COUNT: 131

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 010816 A2 Published application without search report

Search Report: 011128 A3 Separate publication of the search report

Examination: 020731 A2 Date of request for examination: 20020527

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200133	1534

SPEC A	(English)	200133	8339
Total word count	- document A		9873
Total word count	- document B		0
Total word count	- documents A + B		9873